

# Supporting AQS Users

EPA Call Center

Thursday, May 27, 2004

Carmelita Mays  
Call Center Supervisor  
PlanetGov, Inc.  
OEI/OTOP/HDSD/Client Services Branch

- Call Center Overview**
- Call Center Processes**
- AQS Support**
- How can we improve?**



# EPA Call Center Overview

- Call Center access methods
  - Toll free number 1-866-411-4EPA (4372)
  - FAX 703-674-0118
  - TTY 1-866-489-4900
  - EMAIL: [epacallcenter@epa.gov](mailto:epacallcenter@epa.gov)
  - Access to remedy via the web at [epacallcenter.com](http://epacallcenter.com)



# EPA Call Center Overview

- Upcoming access methods
  - Web Portal
    - Interactive support web site - Jun. '04
      - On-line chat
      - Customer-accessible knowledge base
      - Email/web submission of problems



# Call Center Processes

- The EPA Call Center is committed to excellence by:
  - Providing the highest quality of customer service
  - Rendering rapid problem resolution
  - Increasing the rate of 1st call resolutions



# Call Center Processes

- Information that may be verified each time you contact the Call Center:
  - Name
  - User ID
  - Telephone number
  - Program Office
  - Location



# Call Center Processes

- Why do we verify this information on EVERY call?
  - Security
  - Follow up support
  - Isolate problems
  - Track trends



# AQS Support Services

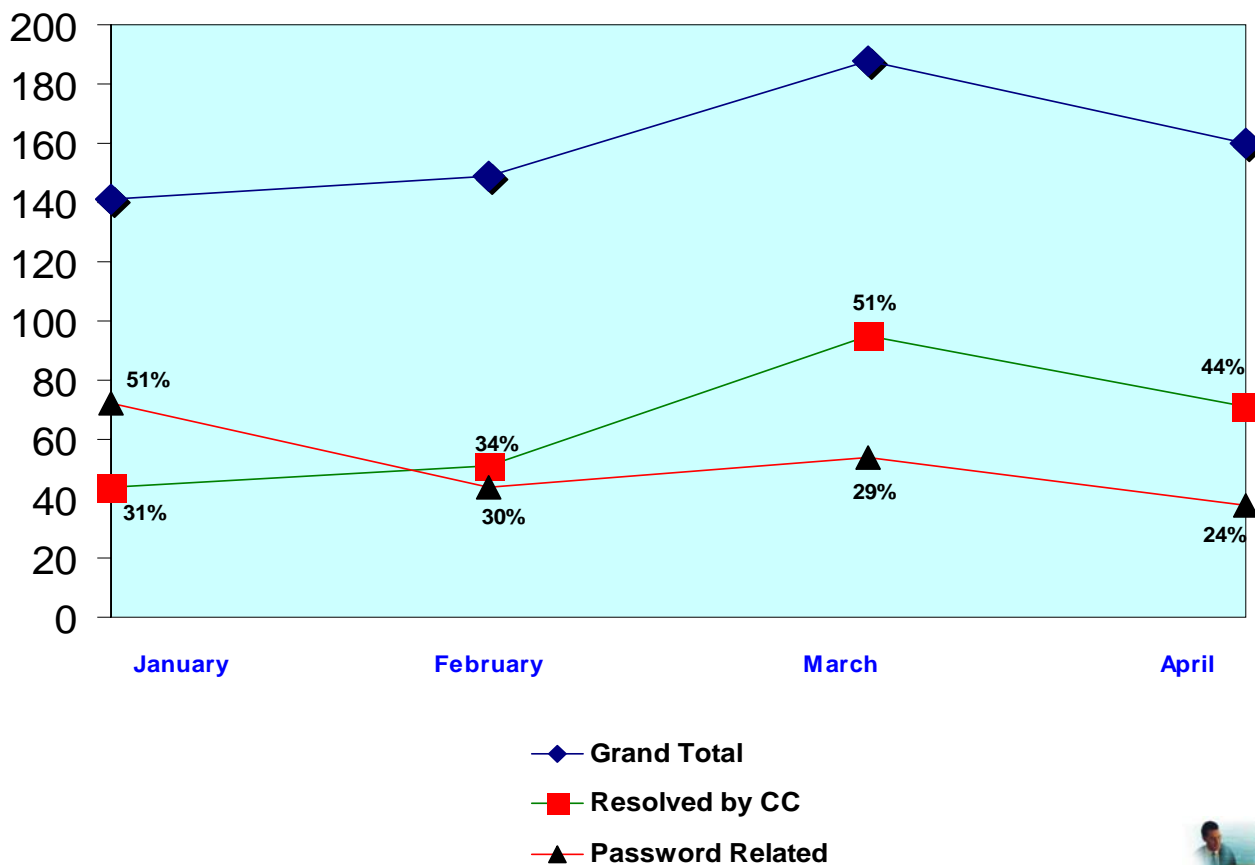
- Password resets/synchronization
  - AQS Oracle and Canyon password resets
  - AQS - Canyon - CDX passwords synch.
  - Assist with AQS Web software installation
- Troubleshoot AQS Web issues (software, browser)
- Troubleshoot and resolve common AQS errors





# AQS Support Services

## AQS Tickets 2004



# How Can We Improve?

- Our commitment to excellence relies on receiving construction feedback from our customers
  - Complete the survey
  - Email us at [epacallcenter@epa.gov](mailto:epacallcenter@epa.gov)

